UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/902,184	07/10/2001	Robert Craig Murphy	07099.1529	7537

826   7590   07/19/2005

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EXAMINER
LY, ANH

ART UNIT	PAPER NUMBER
2162	

DATE MAILED: 07/19/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 10/03)

	Application No.	Applicant(s)
Office Action Summary	09/902,184	MURPHY ET AL.
	Examiner	Art Unit	
	Anh Ly	2162	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _3_ MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) ☒ Responsive to communication(s) filed on _08 April 2005_.

2a) ☐ This action is **FINAL**.   2b) ☒ This action is non-final.

3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) ☒ Claim(s) _1-26_ is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) ☐ Claim(s) _____ is/are allowed.

6) ☒ Claim(s) _1-26_ is/are rejected.

7) ☐ Claim(s) _____ is/are objected to.

8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) ☐ The specification is objected to by the Examiner.

10) ☒ The drawing(s) filed on _10 July 2001_ is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a) ☐ All   b) ☐ Some * c) ☐ None of:

      1. ☐ Certified copies of the priority documents have been received.

      2. ☐ Certified copies of the priority documents have been received in Application No. _____.

      3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)

2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.

4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date _____.

5) ☐ Notice of Informal Patent Application (PTO-152)

6) ☐ Other: _____.

DETAILED ACTION

1.   This Office Action is response to Applicants' Amendment with RCE filed on

04/08/2005.

2.   Claims 1-26 are pending in this Application.

Information Disclosure Statement

3.   The information disclosure statements filed 07/25/2002; Paper #8 has not been

considered because Examiner did not receive PTO-1449, Applicant is hereby required

to submit PTO-1449 in response to this Office Action Paper #17.

Claim Rejections - 35 USC § 103

4.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

5.   This application currently names joint inventors. In considering patentability of

the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of

the various claims was commonly owned at the time any inventions covered therein

were made absent any evidence to the contrary. Applicant is advised of the obligation

under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was

not commonly owned at the time a later invention was made in order for the examiner to

consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g)

prior art under 35 U.S.C. 103(a).

6.   Claims 1-26 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Pub. No.: US 2003/0004760 A1 of Schiff et al. (hereinafter Schiff) in view of US Patent

No. 6,363,388 issued to Sprenger et al. (hereinafter Sprenger).

With respect to claim 1, Schiff teaches receiving identifying information on a

customer from an electronic storage facility containing information about the customer

(receiving customer identifier, which is represents a customer from which it is used to

retrieve from customer database corresponding customer information: section 0015);

determining whether an identifier exists in a master data store for the customer

based on the received identifying information (this customer identifier is stored in the

customer database containing information about customer: name, address... and other

travel-related information: sections 0015 and 0090); and

assigning an identifier based on a result of the determination (assigning that

customer identifier with a customer order number: section 0169).

Schiff teaches a plurality of database relating to a plurality of customers in the

customer database (figs. 3A and 3B, sections 0011 and 0089-0090), which is

configured to store customer data such as customer ID or customer identifier, name,

address, phone number and other travel-related information from which the

user/operator or agent uses it to retrieve or search a desired customer from a related

database or a master database. Schiff does not clearly teach cross-referencing the assigned identifier with the received identifying information and an indication of the electronic storage facility containing the customer information.

However, Sprenger teaches identifier is to be used as a cross-referencing identifier to get back or pointer to the right database in the multiple databases and multiple machine system (col. 21, lines 45-52).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to combine the teachings of Schiff with the teachings of Sprenger, wherein customer database consisting a plurality of records of customer information/data for enabling a user/operator or agent to access the data in the system provided therein (Schiff's fig. 3), would incorporate the use of customer table storing customer identifier to be used as a cross-referenced identifier to access the right customer in the customer database, in the same conventional manner as described by Sprenger (col. 21, lines 45-52). The motivation being to be efficiently to access and share customer information over a system with multiple storage facilities.

With respect to claim 2, Schiff retrieving identifying information from the master data store based on an identifier (using the received customer identifier to retrieve that customer corresponding information from customer database: section 0015-0017).

With respect to claim 3, Schiff teaches wherein identifying information includes a storage identifier to identify an electronic storage facility transmitting identifying information, a customer identifier for identifying customer information in the electronic storage facility (sections 0015-0016 and 0019-0020); and

customer data for matching a customer with existing customers in the master

data store (sections 0005, 0049 and 0055).

With respect to claim 4, Schiff teaches wherein customer data includes a

customer's name and address (section 0090).

With respect to claim 5, Schiff teaches wherein determining comprises:

standardizing the received identifying information (section 0015); and

comparing the standardized identifying information to existing data in the master

data store (sections 0083 and 0086).

With respect to claim 6, Schiff teaches a method for sharing customer

information as discussed in claim 1.

Schiff teaches a plurality of database relating to a plurality of customers in the

customer database (fig. 3A, section 0011), which is configured to store customer data

such as customer ID or customer identifier, name, address, phone number and other

travel-related information from which the user/operator or agent uses it to retrieve or

search a desired customer from a related database or a master database. Schiff does

not clearly teach cross-referencing the assigned identifier with the received identifying

information and an indication of the electronic storage facility containing the customer

information.

However, Sprenger teaches identifier is to be used as a cross-referencing

identifier to get back or pointer to the right database in the multiple databases and

multiple machine system (col. 21, lines 45-52).

Therefore, it would have been obvious to a person of ordinary skill in the art at
the time the invention was made to combine the teachings of Schiff with the teachings
of Sprenger, wherein customer database consisting a plurality of records of customer
information/data for enabling a user/operator or agent to access the data in the system
provided therein (Schiff's fig. 3), would incorporate the use of customer table storing
customer identifier to be used as a cross-referenced identifier to access the right
customer in the customer database, in the same conventional manner as described by
Sprenger (col. 21, lines 45-52). The motivation being to be efficiently to access and
share customer information over a system with multiple storage facilities.

Claim 7 is essentially the same as claim 1 except that it is directed to a computer
for sharing customer information rather than a method, and is rejected for the same
reason as applied to the claim 1 hereinabove.

Claim 8 is essentially the same as claim 2 except that it is directed to a computer
for sharing customer information rather than a method, and is rejected for the same
reason as applied to the claim 2 hereinabove.

Claim 9 is essentially the same as claim 3 except that it is directed to a computer
for sharing customer information rather than a method, and is rejected for the same
reason as applied to the claim 3 hereinabove.

Claim 10 is essentially the same as claim 4 except that it is directed to a
computer for sharing customer information rather than a method, and is rejected for the
same reason as applied to the claim 4 hereinabove.

Claim 11 is essentially the same as claim 5 except that it is directed to a computer for sharing customer information rather than a method, and is rejected for the same reason as applied to the claim 5 hereinabove.

Claim 12 is essentially the same as claim 6 except that it is directed to a computer for sharing customer information rather than a method, and is rejected for the same reason as applied to the claim 6 hereinabove.

Claim 13 is essentially the same as claim 1 except that it is directed to a system for sharing customer information rather than a method, and is rejected for the same reason as applied to the claim 1 hereinabove.

Claim 14 is essentially the same as claim 2 except that it is directed to a system for sharing customer information rather than a method, and is rejected for the same reason as applied to the claim 2 hereinabove.

Claim 15 is essentially the same as claim 3 except that it is directed to a system for sharing customer information rather than a method, and is rejected for the same reason as applied to the claim 3 hereinabove.

Claim 16 is essentially the same as claim 4 except that it is directed to a system for sharing customer information rather than a method, and is rejected for the same reason as applied to the claim 4 hereinabove.

Claim 17 is essentially the same as claim 5 except that it is directed to a system for sharing customer information rather than a method, and is rejected for the same reason as applied to the claim 5 hereinabove.

Claim 18 is essentially the same as claim 6 except that it is directed to a system

for sharing customer information rather than a method, and is rejected for the same

reason as applied to the claim 6 hereinabove.

With respect to claim 19, Schiff teaches a plurality of electronic storage facilities

for storing customer information associated with and identifying a customer (fig. 3, and

section 0089, a plurality of databases corresponding to customer information);

information system for receiving customer information from an electronic storage

facility, said information system comprising a master data store and being capable of

determining whether an identifier exists in the master data store for the customer based

on the customer information identifying the customer, said information system further   ,

capable of associating an identifier with the customer based on a result of the

determination (customer identifier, which is represents a customer from which it is used

to retrieve from customer database corresponding customer information: section 0015;

this customer identifier is stored in the customer database containing information about

customer: name, address... and other travel-related information: sections 0015 and

0090 and this customer is assigned with a customer order number: 0169).

Schiff teaches a plurality of database relating to a plurality of customers in the

customer database (figs. 3A and 3B, sections 0011 and 0089-0090), which is

configured to store customer data such as customer ID or customer identifier, name,

address, phone number and other travel-related information from which the

user/operator or agent uses it to retrieve or search a desired customer from a related

database or a master database. Schiff does not clearly teach cross-referencing the

assigned identifier with the received identifying information and an indication of the electronic storage facility containing the customer information.

However, Sprenger teaches identifier is to be used as a cross-referencing identifier to get back or pointer to the right database in the multiple databases and multiple machine system (col. 21, lines 45-52).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to combine the teachings of Schiff with the teachings of Sprenger, wherein customer database consisting a plurality of records of customer information/data for enabling a user/operator or agent to access the data in the system provided therein (Schiff's fig. 3), would incorporate the use of customer table storing customer identifier to be used as a cross-referenced identifier to access the right customer in the customer database, in the same conventional manner as described by Sprenger (col. 21, lines 45-52). The motivation being to be efficiently to access and share customer information over a system with multiple storage facilities.

With respect to claim 20, Schiff teaches wherein said information system is further configured to: retrieve customer information from the master data store based on the identifier (using the received customer identifier to retrieve that customer corresponding information from customer database: section 0015-0017).

With respect to claim 21, Schiff teaches wherein the customer information includes a storage identifier to identify said respective electronic storage facility transmitting the travel-based information, a customer identifier for identifying customer information in said electronic storage facility; and customer data for matching a

customer with existing customers in the master data store (sections 0015-0016 and

0019-0020; also see sections 0005, 0049 and 0055).

With respect to claim 22, Schiff teaches a system for sharing customer

information as discussed in claim 19.

Schiff teaches a plurality of database relating to a plurality of customers in the

customer database (fig. 3A, section 0011), which is configured to store customer data

such as customer ID or customer identifier, name, address, phone number and other

travel-related information from which the user/operator or agent uses it to retrieve or

search a desired customer from a related database or a master database. Schiff does

not clearly teach cross-referencing the assigned identifier with the received identifying

information and an indication of the electronic storage facility containing the customer

information.

However, Sprenger teaches identifier is to be used as a cross-referencing

identifier to get back or pointer to the right database in the multiple databases and

multiple machine system (col. 21, lines 45-52).

Therefore, it would have been obvious to a person of ordinary skill in the art at

the time the invention was made to combine the teachings of Schiff with the teachings

of Sprenger, wherein customer database consisting a plurality of records of customer

information/data for enabling a user/operator or agent to access the data in the system

provided therein (Schiff's fig. 3), would incorporate the use of customer table storing

customer identifier to be used as a cross-referenced identifier to access the right

customer in the customer database, in the same conventional manner as described by

Sprenger (col. 21, lines 45-52). The motivation being to be efficiently to access and share customer information over a system with multiple storage facilities.

With respect to claim 19, Schiff teaches a plurality of electronic storage facilities for storing customer information associated with and identifying a customer (fig. 3, and section 0089, a plurality of databases corresponding to customer information);

information system for receiving customer information from an electronic storage facility, said information system comprising a master data store and being capable of determining whether an identifier exists in the master data store for the customer based on the customer information identifying the customer, said information system further capable of associating an identifier with the customer based on a result of the determination (customer identifier, which is represents a customer from which it is used to retrieve from customer database corresponding customer information: section 0015; this customer identifier is stored in the customer database containing information about customer: name, address... and other travel-related information: sections 0015 and 0090 and this customer is assigned with a customer order number: 0169).

Schiff teaches a plurality of database relating to a plurality of customers in the customer database (figs. 3A and 3B, sections 0011 and 0089-0090), which is configured to store customer data such as customer ID or customer identifier, name, address, phone number and other travel-related information from which the user/operator or agent uses it to retrieve or search a desired customer from a related database or a master database. Schiff does not clearly teach a list of the electronic

facilities that contain information for the customer along with the identification for the customer used by each electronic storage facility.

However, Sprenger teaches a list of provider for the customer table (col. 21, lines 20-25, and col. 28, lines 55-67) also identifier is to be used as a cross-referencing identifier to get back or pointer to the right database in the multiple databases and multiple machine system (col. 21, lines 45-52).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to combine the teachings of Schiff with the teachings of Sprenger, wherein customer database consisting a plurality of records of customer information/data for enabling a user/operator or agent to access the data in the system provided therein (Schiff's fig. 3), would incorporate the use of customer table storing customer identifier to be used as a cross-referenced identifier to access the right customer in the customer database, in the same conventional manner as described by Sprenger (col. 21, lines 45-52). The motivation being to be efficiently to access and share customer information over a system with multiple storage facilities.

With respect to claim 24, Schiff teaches wherein when said information system receives an inquiry for information associated with a customer, said information system provides information indicating which electronic storage facilities contain information related to the customer and the identification used by each electronic facility to identify the customer's information (customer identifier, which is represents a customer from which it is used to retrieve from customer database corresponding customer information: section 0015; this customer identifier is stored in the customer database

containing information about customer: name, address... and other travel-related information: sections 0015 and 0090 and this customer is assigned with a customer order number: 0169).

With respect to claim 25, Schiff teaches providing a plurality of electronic storage facilities, wherein each storage facility contains information concerning a customer and uses a different identifier to identify the customer information from that of the other electronic storage facilities and storing in a master data store for each customer a unique identifier identifying the customer (customer identifier, which is represents a customer from which it is used to retrieve from customer database corresponding customer information: section 0015; this customer identifier is stored in the customer database containing information about customer: name, address... and other travel-related information: sections 0015 and 0090 and this customer is assigned with a customer order number: 0169).

Schiff teaches a plurality of database relating to a plurality of customers in the customer database (figs. 3A and 3B, sections 0011 and 0089-0090), which is configured to store customer data such as customer ID or customer identifier, name, address, phone number and other travel-related information from which the user/operator or agent uses it to retrieve or search a desired customer from a related database or a master database. Schiff does not clearly teach a list of the electronic facilities that contain information for the customer along with the identification for the customer used by each electronic storage facility.

However, Sprenger teaches a list of provider for the customer table (col. 21, lines 20-25, and col. 28, lines 55-67) also identifier is to be used as a cross-referencing identifier to get back or pointer to the right database in the multiple databases and multiple machine system (col. 21, lines 45-52).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to combine the teachings of Schiff with the teachings of Sprenger, wherein customer database consisting a plurality of records of customer information/data for enabling a user/operator or agent to access the data in the system provided therein (Schiff's fig. 3), would incorporate the use of customer table storing customer identifier to be used as a cross-referenced identifier to access the right customer in the customer database, in the same conventional manner as described by Sprenger (col. 21, lines 45-52). The motivation being to be efficiently to access and share customer information over a system with multiple storage facilities.

With respect to claim 26, Schiff teaches receiving an inquiry for information associated with a customer (receiving customer identifier, which is represents a customer from which it is used to retrieve from customer database corresponding customer information: section 0015);

accessing the master data store; and providing information indicating which electronic storage facilities contain information related to the customer and the identification used by each electronic facility to identify the customer's information (customer identifier, which is represents a customer from which it is used to retrieve from customer database corresponding customer information: section 0015; this

customer identifier is stored in the customer database containing information about

customer: name, address...and other travel-related information: sections 0015 and

0090 and this customer is assigned with a customer order number: 0169).

Contact Information

7.   Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Anh Ly whose telephone number is (571) 272-4039 or

via E-Mail: ANH.LY@USPTO.GOV **or fax to (571) 273-4039**. The examiner can

normally be reached on TUESDAY – THURSDAY from 8:30 AM – 3:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, John Breene, can be reached on (571) 272-4107 or **Primary Examiner**

Jean Corrielus (571) 272-4032.

Information regarding the status of an application may be obtained from the

Patent Application Information Retrieval (PAIR) system. Status information for published

applications may be obtained from either Private PAIR or Public PAIR. Status

information for unpublished applications is available through Private PAIR only. For

more information about the PAIR system, see **http://pair-direct.uspto.gov**. Should you

have questions on access to the Private PAIR system, contact the Electronic Business

Center (EBC) at 866-217-9197 (toll-free). Any response to this action should be mailed

to: Commissioner of Patents and Trademarks, Washington, D.C. 20231, or faxed to:

Central Fax Center **(571) 273-8300**
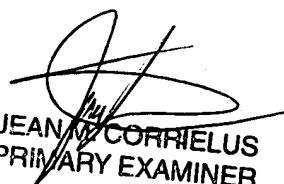
JEAN CORRIELUS
PRIMARY EXAMINER

ANH LY
JUL. 12th, 2005